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ABSTRACT

This comprehensive and verified employer competency list was developed from a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives from Ohio. This competency list contains eight units (with or without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter business administration and management. Within the outline are three levels of items: core (required, the basis for state vocational competency tests); advancing (needed to advance in an occupation); and futuring (needed to enter and remain in a given occupation 3 to 4 years from now). The units cover the following: (1) management and supervision; (2) economic and business principles; (3) accounting and financial functions; (4) office technology; (5) general office functions; (6) communications; (7) professionalism; and (8) employability skills. (KC)

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OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

BUSINESS ADMINISTRATION AND MANAGEMENT

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Ohio's Future at Work

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment
THE OHIO STATE UNIVERSITY

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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in FY93). Advancing items (marked with one asterisk) are needed to advance in a given occupation. Futuring items (marked with two asterisks) are needed to enter and remain in a given occupation three to four years from now.

Districts may add as many units, subunits, competencies, and competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their courses of study and monitor competency gains via the new competency testing program.

The **Employability Skills** portion of this list was verified by the following employer panel:

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OHIO COMPETENCY ANALYSIS PROFILE

BUSINESS ADMINISTRATION AND MANAGEMENT

UNIT 1: Management and Supervision

COMPETENCY 1.0.1: Develop individual and professional goals

COMPETENCY BUILDERS:

1.0.1.1 Set flexible, achievable, realistic, measurable, and specific goals (e.g., production, personal, professional, quality, team goals)
1.0.1.2 Make commitment to goals and vision
1.0.1.3 Set incremental goals
1.0.1.4 Self-monitor and adjust goals
1.0.1.5 Obtain and provide support for goals
1.0.1.6 Communicate and recognize goal achievement

COMPETENCY 1.0.2: Manage human resources

COMPETENCY BUILDERS:

1.0.2.1 Apply management and leadership styles
1.0.2.2 Use foresight to anticipate and manage change and needs
1.0.2.3 Display management and supervisory skills
1.0.2.4 Apply human relations skills
1.0.2.5 Apply communications skills
1.0.2.6 Motivate others regardless of culture and environment
1.0.2.7 Communicate performance expectation
1.0.2.8 Monitor and evaluate employee performance
1.0.2.9 Provide constructive criticism and feedback
1.0.2.10 Discipline employees
1.0.2.11 Counsel employees (e.g., personal, career objectives)
1.0.2.12 Dismiss employees
1.0.2.13 Maintain performance records
1.0.2.14 Develop awareness of sexual harassment
1.0.2.15 Adhere to company policies on nondiscrimination and harassment
1.0.2.16 Be aware of various cultures, races, languages, personal handicaps, and family structures
1.0.2.17 Be aware of sexual differences

*Advancing
**Futuring

COMPETENCY 1.0.3: Perform supervisory functions

COMPETENCY BUILDERS:

1.0.3.1 Develop management objectives
1.0.3.2 Conduct task analysis
1.0.3.3 Create organizational and/or departmental charts
1.0.3.4 Clarify company policies and procedures
1.0.3.5 Maintain office procedures manuals
1.0.3.6 Conduct staff meetings
1.0.3.7 Prepare and/or monitor budgets
1.0.3.8 Prepare managerial reports
1.0.3.9 Analyze daily production reports
1.0.3.10 Create and maintain appropriate work environment
1.0.3.11 Conduct tours

COMPETENCY 1.0.4: Manage work flow and operations

COMPETENCY BUILDERS:

1.0.4.1 Plan office layout and workflow
1.0.4.2 Establish system to prioritize work
1.0.4.3 Establish and communicate operating policies and procedures
1.0.4.4 Establish production standards
1.0.4.5 Establish interface with other departments
1.0.4.6 Prioritize and organize work
1.0.4.7 Make work assignments and provide instructions
1.0.4.8 Delegate work
1.0.4.9 Monitor progress
1.0.4.10 Prepare and communicate productivity reports appropriately

COMPETENCY 1.0.5: Perform project management functions

COMPETENCY BUILDERS:

1.0.5.1 Analyze and determine needs
1.0.5.2 Perform decision-making activities
1.0.5.3 Establish priorities
1.0.5.4 Determine quality measures and counter measures
1.0.5.5 Prepare project budget
1.0.5.6 Develop project plan
1.0.5.7 Schedule employee work assignments
1.0.5.8 Monitor project progress
1.0.5.9 Collect, analyze, interpret, and take action on project data and records
1.0.5.10 Meet project timeline

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COMPETENCY 1.0.6: Perform decision-making and problem-solving activities

COMPETENCY BUILDERS:

1.0.6.1 Identify and analyze business problems
1.0.6.2 Determine root cause
1.0.6.3 Utilize resources
1.0.6.4 Apply critical thinking skills and problem-solving techniques
1.0.6.5 Determine possible solutions and consequences
1.0.6.6 Apply business ethics
1.0.6.7 Determine appropriate action
1.0.6.8 Follow appropriate chain of command
1.0.6.9 Evaluate results

COMPETENCY 1.0.7: Perform strategic planning functions*

COMPETENCY BUILDERS:

1.0.7.1 Analyze needs*
1.0.7.2 Research information*
1.0.7.3 Develop goals and objectives*
1.0.7.4 Develop action plan to achieve objectives*
1.0.7.5 Perform decision-making activities*
1.0.7.6 Prepare and analyze budgets*
1.0.7.7 Apply forecasting techniques*
1.0.7.8 Apply prioritizing techniques*
1.0.7.9 Develop strategic plan*

COMPETENCY 1.0.8: Perform staffing functions

COMPETENCY BUILDERS:

1.0.8.1 Determine personnel needs
1.0.8.2 Develop job descriptions
1.0.8.3 Develop and/or apply hiring policies and procedures
1.0.8.4 Comply with state and federal employment laws for hiring
1.0.8.5 Recruit employees (e.g., appropriate skills, team fit, contractual)
1.0.8.6 Screen, interview and recommend or select applicants for employment
1.0.8.7 Maintain personnel records
1.0.8.8 Train new employees
1.0.8.9 Schedule vacations
1.0.8.10 Establish support for unconventional work schedules when appropriate**

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COMPETENCY 1.0.9: Provide training and employee development

COMPETENCY BUILDERS:

1.0.9.1 Analyze training needs
1.0.9.2 Secure training personnel, resources, materials, and equipment
1.0.9.3 Provide for and monitor adequate training
1.0.9.4 Support and recognize employee development
1.0.9.5 Observe and evaluate employee progress
1.0.9.6 Provide appropriate feedback

COMPETENCY 1.0.10: Research information

COMPETENCY BUILDERS:

1.0.10.1 Identify, obtain, and document appropriate references
1.0.10.2 Take appropriate notes
1.0.10.3 Synthesize (correlate) information
1.0.10.4 Compile data

COMPETENCY 1.0.11: Maintain a safe working environment

COMPETENCY BUILDERS:

1.0.11.1 Use company procedural manuals, references, documentation, standards, and workflow
1.0.11.2 Use manufacturers' manual, documentation, terminology, and other reference materials
1.0.11.3 Observe all government and/or company rules and regulations
1.0.11.4 Display and encourage safety awareness and attitude daily
1.0.11.5 Practice safety daily
1.0.11.6 Maintain clean work area
1.0.11.7 Perform safety audits and inspections

COMPETENCY 1.0.12: Maintain supplies and forms

COMPETENCY BUILDERS:

1.0.12.1 Budget for supplies
1.0.12.2 Prepare cost justification for purchasing supplies and forms
1.0.12.3 Prioritize requests
1.0.12.4 Order supplies and forms
1.0.12.5 Receive and verify supplies and forms
1.0.12.6 Store and secure supplies and forms
1.0.12.7 Issue supplies and forms
1.0.12.8 Inventory and purge supplies and forms
1.0.12.9 Prepare inventory reports

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COMPETENCY 1.0.13: Select and/or maintain equipment and software

COMPETENCY BUILDERS:

1.0.13.1 Use company procedural manuals, references, documentation, standards, and workflow
1.0.13.2 Use manufacturers' manuals, documentation, terminology, service contracts and other reference materials
1.0.13.3 Evaluate equipment and software
1.0.13.4 Recommend equipment and software
1.0.13.5 Schedule routine maintenance
1.0.13.6 Maintain and update software
1.0.13.7 Determine malfunctions
1.0.13.8 Correct or report malfunctions
1.0.13.9 Order, receive, and/or inventory equipment and software
1.0.13.10 Supervise installation of equipment and software
1.0.13.11 Prepare inventory reports
1.0.13.12 Maintain inventory records

COMPETENCY 1.0.14: Maintain company security requirements

COMPETENCY BUILDERS:

1.0.14.1 Use company procedural manuals, references, documentation, standards, and workflow
1.0.14.2 Plan and implement security procedures
1.0.14.3 Apply business ethics
1.0.14.4 Follow appropriate rules, regulations, and codes
1.0.14.5 Document security procedures
1.0.14.6 Perform security checks

UNIT 2: Economic and Business Principles

COMPETENCY 2.0.1: Apply business principles

COMPETENCY BUILDERS:

2.0.1.1 Analyze business organizations and functions
2.0.1.2 Analyze business reporting and information flow
2.0.1.3 Determine interface of departmental functions
2.0.1.4 Determination communication channels (e.g., formal, informal)
2.0.1.5 Apply quality circle principles

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COMPETENCY 2.0.2: Apply economic principles

COMPETENCY BUILDERS:

2.0.2.1 Apply economic concepts and terminology
2.0.2.2 Analyze free enterprise system
2.0.2.3 Apply global economic and world market applications
2.0.2.4 Analyze economic cycles (e.g., unemployment, recession, inflation, balance of trade, budget deficits)
2.0.2.5 Monitor economic activity's affect on business (e.g., financial, competitor indicators, industry)

COMPETENCY 2.0.3: Apply legal concepts

COMPETENCY BUILDERS:

2.0.3.1 Comply with company contracts, policies, and procedures
2.0.3.2 Apply legal terminology
2.0.3.3 Apply business law concepts
2.0.3.4 Interpret and apply contracts and/or legal documents*
2.0.3.5 Apply laws relating to working conditions, wages and hours, civil rights, social security, disability, and unemployment insurance
2.0.3.6 Comply with government regulations

COMPETENCY 2.0.4: Apply customer service (marketing) concepts

COMPETENCY BUILDERS:

2.0.4.1 Apply customer service concepts and terminology (internal and external)
2.0.4.2 Determine customers
2.0.4.3 Develop marketing analysis (internal and external)
2.0.4.4 Determine customer services to provide
2.0.4.5 Relate to customers in timely fashion
2.0.4.6 Monitor customer needs
2.0.4.7 Apply marketing strategies (e.g., micro, macro, smart services)*
2.0.4.8 Determine appropriate marketing concepts to employ

COMPETENCY 2.0.5: Support company social and community involvement

COMPETENCY BUILDERS:

2.0.5.1 Recognize environmental, education, community needs, and social issues
2.0.5.2 Participate in social and/or community activities
2.0.5.3 Encourage staff involvement

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COMPETENCY 2.0.6: Apply management-thinking concepts

COMPETENCY BUILDERS:

2.0.6.1 Apply quality circle techniques
2.0.6.2 Implement suggestion systems
2.0.6.3 Implement total quality control concepts
2.0.6.4 Implement total preventative maintenance concepts
2.0.6.5 Implement continuous improvement (e.g., Kaizen, Theory Z)
2.0.6.6 Apply waste management concepts
2.0.6.7 Apply time-management and organizational skills
2.0.6.8 Apply team-building concepts
2.0.6.9 Implement Kanban concepts
2.0.6.10 Implement Just-in-Time Systems (JIT)
2.0.6.11 Communicate cost containment factors

UNIT 3: Accounting and Financial Functions

COMPETENCY 3.0.1: Apply mathematical skills

COMPETENCY BUILDERS:

3.0.1.1 Solve addition, subtraction, multiplication, and division problems manually
3.0.1.2 Solve addition, subtraction, multiplication, and division problems using a calculator
3.0.1.3 Apply number relations
3.0.1.4 Convert and reduce fractions
3.0.1.5 Compute percentages
3.0.1.6 Apply measurements
3.0.1.7 Read tables
3.0.1.8 Perform data analysis and probability
3.0.1.9 Compute business and financial data
3.0.1.10 Design and apply algebraic formulas
3.0.1.11 Apply business statistics

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COMPETENCY 3.0.2: Perform general accounting functions

COMPETENCY BUILDERS:

3.0.2.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
3.0.2.2 Apply generally accepted accounting principles and procedures
3.0.2.3 Apply mathematical skills
3.0.2.4 Operate equipment
3.0.2.5 Process receivables
3.0.2.6 Process payables
3.0.2.7 Process purchases
3.0.2.8 Monitor expense accounts
3.0.2.9 Analyze financial reports
3.0.2.10 Apply basic managerial accounting concepts*
3.0.2.11 Prepare budgets*
3.0.2.12 Prepare comparative (actual vs. budget) income statement*
3.0.2.13 Prepare cost and revenue analysis*
3.0.2.14 Prepare financial statement analysis*
3.0.2.15 Make financial decisions*

COMPETENCY 3.0.3: Perform payroll functions

COMPETENCY BUILDERS:

3.0.3.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
3.0.3.2 Comply with company policies and procedures
3.0.3.3 Apply generally accepted accounting principles and procedures
3.0.3.4 Apply mathematical skills
3.0.3.5 Clarify employment, personnel, wage and hour policies and procedures
3.0.3.6 Operate equipment
3.0.3.7 Process payroll documents
3.0.3.8 Maintain records and forms
3.0.3.9 Monitor personnel costs

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UNIT 4: Office Technology

COMPETENCY 4.0.1: Perform spreadsheet functions

COMPETENCY BUILDERS:

4.0.1.1 Use company procedural manuals, references, documentation, workflow and standards
4.0.1.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.1.3 Read, interpret, clarify, and follow written and/or oral specifications
4.0.1.4 Apply mathematical skills
4.0.1.5 Apply basic computer skills
4.0.1.6 Use spreadsheet functions to create files, input data, process data, and produce output
4.0.1.7 Use spreadsheet files with other application software
4.0.1.8 Verify and validate the accuracy of output

COMPETENCY 4.0.2: Perform database functions

COMPETENCY BUILDERS:

4.0.2.1 Use company procedural manuals, references, documentation, standards, and workflow
4.0.2.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.2.3 Read, interpret, clarify, and follow written and/or oral specifications
4.0.2.4 Apply basic computer skills
4.0.2.5 Use database functions to create files, input data, process data, and produce output
4.0.2.6 Use database files with other application software
4.0.2.7 Verify and validate the accuracy of output

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COMPETENCY 4.0.3: Perform computer business graphics

COMPETENCY BUILDERS:

4.0.3.1 Use company procedural manuals, references, documentation, standards, and workflow
4.0.3.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.3.3 Read, interpret, clarify, and follow written and/or oral specifications
4.0.3.4 Apply basic communication skills
4.0.3.5 Apply basic computer skills
4.0.3.6 Use graphic functions to create files, input data, process data, and produce output
4.0.3.7 Use graphics files with other application software
4.0.3.8 Verify and validate the accuracy of output

COMPETENCY 4.0.4: Perform word processing functions

COMPETENCY BUILDERS:

4.0.4.1 Use company procedural manuals, references, documentation, standards, and workflow
4.0.4.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.4.3 Read, interpret, clarify, and follow written and/or oral specifications
4.0.4.4 Apply basic communications skills
4.0.4.5 Apply basic computer skills
4.0.4.6 Use word processing functions to create files, input data, process data, and produce output
4.0.4.7 Use word processing files with other application software
4.0.4.8 Perform desktop publishing functions
4.0.4.9 Verify and validate the accuracy of output

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COMPETENCY 4.0.5: Perform telecommunications functions

COMPETENCY BUILDERS:

4.0.5.1 Use company procedural manuals, references, documentation, workflow, and standards
4.0.5.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.5.3 Read, interpret, clarify, and follow written and/or oral specifications
4.0.5.4 Operate equipment
4.0.5.5 Transmit facsimile
4.0.5.6 Use electronic mail
4.0.5.7 Use voice messaging
4.0.5.8 Use teleconferencing
4.0.5.9 Use electronic data interchange (EDI)*
4.0.5.10 Use personal communications network (PCN)*

UNIT 5: General Office Functions

COMPETENCY 5.0.1: Perform telephone operations

COMPETENCY BUILDERS:

5.0.1.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
5.0.1.2 Display telephone etiquette
5.0.1.3 Operate equipment
5.0.1.4 Prepare for and place calls
5.0.1.5 Listen and verify information
5.0.1.6 Take messages
5.0.1.7 Maintain telephone lists

COMPETENCY 5.0.2: Maintain files

COMPETENCY BUILDERS:

5.0.2.1 Use company procedural manuals, references, documentation, workflow, and standards
5.0.2.2 Use manufacturers' manuals, documentation, terminology, and other reference materials
5.0.2.3 Organize, index, and update files
5.0.2.4 File documents
5.0.2.5 Retrieve documents
5.0.2.6 Determine, update, and follow retention schedule
5.0.2.7 Consolidate, archive, and/or destroy files
5.0.2.8 Secure files for legality and confidentiality

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UNIT 6: Communications

COMPETENCY 6.0.1: Apply communication skills

COMPETENCY BUILDERS:

6.0.1.1 Evaluate audience
6.0.1.2 Determine appropriate means of communications (e.g., telephone, meeting, electronic mail, written communications)
6.0.1.3 Determine timing of communications
6.0.1.4 Read, interpret, clarify, and follow written and/or oral instructions
6.0.1.5 Apply basic grammar rules
6.0.1.6 Apply creativity as appropriate
6.0.1.7 Construct effective sentences
6.0.1.8 Spell and divide words
6.0.1.9 Use correct punctuation, capitalization, abbreviations, and numbers
6.0.1.10 Proofread, edit, and correct documents
6.0.1.11 Refine verbal and non-verbal communication skills
6.0.1.12 Write and speak concisely
6.0.1.13 Demonstrate effective listening skills
6.0.1.14 Ask questions
6.0.1.15 Participate in group discussions and meetings
6.0.1.16 Write legibly
6.0.1.17 Interpret charts, graphs, schematics, illustrations, tables, and other visual aids

COMPETENCY 6.0.2: Maintain open communications

COMPETENCY BUILDERS:

6.0.2.1 Evaluate audience
6.0.2.2 Build personal communications
6.0.2.3 Develop communications with superiors
6.0.2.4 Develop communications with subordinates
6.0.2.5 Develop communications with peers
6.0.2.6 Interface communications with other departments
6.0.2.7 Develop negotiation skills
6.0.2.8 Develop customer communications skills
6.0.2.9 Assess and refine communications skills
6.0.2.10 Build trust through communications
6.0.2.11 Determine sensitivity of subject
6.0.2.12 Determine timing of communications
6.0.2.13 Develop an approachable atmosphere
6.0.2.14 Develop listening skills

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COMPETENCY 6.0.3: Compose documents

COMPETENCY BUILDERS:

6.0.3.1 Evaluate audience
6.0.3.2 Collect data
6.0.3.3 Organize data
6.0.3.4 Develop outline
6.0.3.5 Draft document
6.0.3.6 Solicit input from others
6.0.3.7 Dictate documents
6.0.3.8 Apply communication skills
6.0.3.9 Prepare final document

COMPETENCY 6.0.4: Prepare and deliver oral presentations

COMPETENCY BUILDERS:

6.0.4.1 Evaluate audience
6.0.4.2 Gather information
6.0.4.3 Compose presentation outline
6.0.4.4 Prepare presentation materials
6.0.4.5 Operate audio visual equipment
6.0.4.6 Practice presentation
6.0.4.7 Check timeliness and focus of presentation
6.0.4.8 Deliver presentation using verbal and non-verbal communication skills
6.0.4.9 Obtain feedback

COMPETENCY 6.0.5: Conduct staff meetings

COMPETENCY BUILDERS:

6.0.5.1 Plan meeting
6.0.5.2 Set agenda
6.0.5.3 Set and schedule meeting
6.0.5.4 Invite appropriate personnel
6.0.5.5 Determine need for outside speakers
6.0.5.6 Identify optimum conclusions
6.0.5.7 Assign someone to take minutes
6.0.5.8 Make introductions
6.0.5.9 Invite questions and comments, and group participation
6.0.5.10 Focus on agenda items, but maintain issues list as they arise
6.0.5.11 Decide appropriate action, timeframe, and accountability to tasks
6.0.5.12 Monitor time
6.0.5.13 Close meeting on time
6.0.5.14 Publish minutes in timely manner to appropriate persons

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UNIT 7: Professionalism

COMPETENCY 7.0.1: Demonstrate business and work ethics

COMPETENCY BUILDERS:

7.0.1.1 Attend work as scheduled
7.0.1.2 Be punctual
7.0.1.3 Be dependable
7.0.1.4 Adhere to rules of conduct in negotiations
7.0.1.5 Communicate effectively
7.0.1.6 Employ characteristics and responsibilities of teamwork
7.0.1.7 Apply time-management techniques
7.0.1.8 Be flexible
7.0.1.9 Show initiative
7.0.1.10 Be organized
7.0.1.11 Be self-confident
7.0.1.12 Adhere to company, governmental, and regulatory policies and procedures
7.0.1.13 Recognize constructive criticism in evaluation and implement change
7.0.1.14 Take pride in work
7.0.1.15 Be friendly
7.0.1.16 Be honest
7.0.1.17 Be empathetic toward others
7.0.1.18 Resolve conflict
7.0.1.19 Manage stress
7.0.1.20 Handle office politics
7.0.1.21 Exercise confidentiality
7.0.1.22 Be loyal
7.0.1.23 Be responsible for actions
7.0.1.24 Ask questions
7.0.1.25 Perform decision-making, problem-solving, and prioritizing activities
7.0.1.26 Demonstrate positive interaction skills
7.0.1.27 Develop human relations skills
7.0.1.28 Avoid personal activities during work hours
7.0.1.29 Develop the ability to leave personal problems at home
7.0.1.30 Participate in the democratic process
7.0.1.31 Control anger
7.0.1.32 Be aware of various cultures, races, languages, personal handicaps, and family structures
7.0.1.33 Be aware of sexual differences
7.0.1.34 Avoid sexual connotations and harassment
7.0.1.35 Adjust to different work styles

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COMPETENCY 7.0.2: Use job-related reference materials

COMPETENCY BUILDERS:

7.0.2.1 Identify needed reference materials
7.0.2.2 Locate and apply information abstracted from reference materials
7.0.2.3 Assemble reference materials
7.0.2.4 Demonstrate use of reference materials
7.0.2.5 Create original reference materials

COMPETENCY 7.0.3: Demonstrate professional image

COMPETENCY BUILDERS:

7.0.3.1 Exhibit professional appearance
7.0.3.2 Exhibit professional manners
7.0.3.3 Project professional attitude
7.0.3.4 Recognize manager or supervisor's vital role in organization
7.0.3.5 Encourage professional image in others

COMPETENCY 7.0.4: Achieve company and industry goals

COMPETENCY BUILDERS:

7.0.4.1 Develop sensitivity to company's mission
7.0.4.2 Promote your company, profession, and industry
7.0.4.3 Exercise your responsibility in relation to company, profession, and industry goals
7.0.4.4 Set personal performance standards for each goal
7.0.4.5 Develop sensitivity to goals of supervisor
7.0.4.6 Communicate goals with supervisor, peers, and subordinates
7.0.4.7 Monitor progress with feedback
7.0.4.8 Accomplish tasks

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COMPETENCY 7.0.5: Manage professional development

COMPETENCY BUILDERS:

7.0.5.1 Examine career opportunities
7.0.5.2 Develop a career plan
7.0.5.3 Develop personal mentor relationship
7.0.5.4 Mentor others*
7.0.5.5 Develop personal support system
7.0.5.6 Develop leadership skills
7.0.5.7 Develop proper social etiquette
7.0.5.8 Develop management and leadership skills
7.0.5.9 Develop transformational leaders**
7.0.5.10 Develop succession planning**

COMPETENCY 7.0.6: Maintain technical proficiency

COMPETENCY BUILDERS:

7.0.6.1 Research information
7.0.6.2 Read technical-related manuals, technical journals, and periodicals
7.0.6.3 Attend formal continuing education classes
7.0.6.4 Attend meetings, workshops, seminars, conferences, and demonstrations
7.0.6.5 Participate in professional organizations
7.0.6.6 Participate in formal and informal education or training opportunities

UNIT 8: Employability Skills

SUBUNIT 8.1: Career Development

COMPETENCY 8.1.1: Investigate career options

COMPETENCY BUILDERS:

8.1.1.1 Determine interests and aptitudes
8.1.1.2 Identify career options
8.1.1.3 Research occupations matching interests and aptitudes
8.1.1.4 Select career(s) that best match(es) interests and aptitudes
8.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
8.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
8.1.1.7 Develop a career plan

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COMPETENCY 8.1.2: Analyze potential barriers to employment

COMPETENCY BUILDERS:

8.1.2.1 Identify common barriers to employment
8.1.2.2 Develop strategies to overcome employment barriers

UNIT 8: Employability Skills

SUBUNIT 8.2: Decision Making and Problem Solving

COMPETENCY 8.2.1: Apply decision-making techniques in the workplace

COMPETENCY BUILDERS:

8.2.1.1 Identify the decision to be made
8.2.1.2 Compare alternatives
8.2.1.3 Determine consequences of each alternative
8.2.1.4 Make decisions based on values and goals
8.2.1.5 Evaluate the decision made

COMPETENCY 8.2.2: Apply problem-solving techniques in the workplace

COMPETENCY BUILDERS:

8.2.2.1 Diagnose the problem and its causes
8.2.2.2 Identify alternatives and their consequences in relation to the problem
8.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
8.2.2.4 Utilize resources to explore possible solutions to the problem
8.2.2.5 Compare and contrast the advantages and disadvantages of each solution
8.2.2.6 Determine appropriate action
8.2.2.7 Evaluate results

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UNIT 8: Employability Skills

SUBUNIT 8.3: Work Ethic

COMPETENCY 8.3.1: Evaluate the relationship of self-esteem to work ethic

COMPETENCY BUILDERS:

8.3.1.1 Identify special characteristics and abilities in self and others
8.3.1.2 Identify internal and external factors that affect self-esteem

COMPETENCY 8.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

COMPETENCY BUILDERS:

8.3.2.1 Distinguish between values and goals
8.3.2.2 Determine the importance of values and goals
8.3.2.3 Evaluate how values affect goals
8.3.2.4 Identify short-term and long-term goals
8.3.2.5 Prioritize personal goals
8.3.2.6 Describe how personal values are reflected in work ethic
8.3.2.7 Describe how interactions in the workplace affect personal work ethic
8.3.2.8 Examine how life changes affect personal work ethic

COMPETENCY 8.3.3: Demonstrate work ethic

COMPETENCY BUILDERS:

8.3.3.1 Examine factors that influence work ethic
8.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

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UNIT 8: Employability Skills

SUBUNIT 8.4: Job-Seeking Skills

COMPETENCY 8.4.1: Prepare for employment

COMPETENCY BUILDERS:

8.4.1.1 Identify traditional and nontraditional employment sources
8.4.1.2 Utilize employment sources
8.4.1.3 Research job opportunities, including nontraditional careers
8.4.1.4 Interpret equal employment opportunity laws
8.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
8.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

COMPETENCY 8.4.2: Design a résumé

COMPETENCY BUILDERS:

8.4.2.1 Identify personal strengths and weaknesses
8.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
8.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
8.4.2.4 Complete résumé using various formats
8.4.2.5 Secure references

COMPETENCY 8.4.3: Complete and process job application forms

COMPETENCY BUILDERS:

8.4.3.1 Explain the importance of an application form
8.4.3.2 Identify ways to obtain job application forms
8.4.3.3 Describe methods for handling illegal questions on job application forms
8.4.3.4 Demonstrate legible written communications skills using correct grammar, spelling, and concise wording
8.4.3.5 Return application to proper person, request interview, and follow up

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COMPETENCY 8.4.4: Demonstrate interviewing skills

COMPETENCY BUILDERS

8.4.4.1 Investigate interview environment and procedures
8.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
8.4.4.3 Demonstrate question and answer techniques
8.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

COMPETENCY 8.4.5: Secure employment

COMPETENCY BUILDERS:

8.4.5.1 Identify present and future employment opportunities within an occupation/organization
8.4.5.2 Research the organization/company
8.4.5.3 Use follow-up techniques to enhance employment potential
8.4.5.4 Compare and evaluate job offers

UNIT 8: Employability Skills

SUBUNIT 8.5: Job Retention Skills

COMPETENCY 8.5.1: Analyze the organizational structure of the workplace

COMPETENCY BUILDERS:

8.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
8.5.1.2 Be aware of and obey all company policies and procedures
8.5.1.3 Examine the role/relationship between employee and employer
8.5.1.4 Recognize opportunities for advancement and reasons for termination

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COMPETENCY 8.5.2: Maintain positive relations with others

COMPETENCY BUILDERS:

8.5.2.1 Exhibit appropriate work habits and attitude
8.5.2.2 Identify behaviors to establish successful working relationships
8.5.2.3 Cooperate and compromise through teamwork and group participation
8.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

UNIT 8: Employability Skills

SUBUNIT 8.6: Job Advancement

COMPETENCY 8.6.1: Analyze opportunities for personal and career growth

COMPETENCY BUILDERS:

8.6.1.1 Determine opportunities within an occupation/organization
8.6.1.2 Compare and contrast other opportunities
8.6.1.3 List benefits of job advancement
8.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

COMPETENCY 8.6.2: Exhibit characteristics needed for advancement

COMPETENCY BUILDERS:

8.6.2.1 Display a positive attitude
8.6.2.2 Demonstrate knowledge of a position
8.6.2.3 Perform quality work
8.6.2.4 Adapt to changing situations and technology
8.6.2.5 Demonstrate capability for different positions
8.6.2.6 Participate in continuing education/training programs
8.6.2.7 Respect, accept, and work with ALL individuals in the workplace

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UNIT 8: Employability Skills

SUBUNIT 8.7: Technology in the Workplace

COMPETENCY 8.7.1: Assess the impact of technology in the workplace

COMPETENCY BUILDERS:

8.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
8.7.1.2 Investigate the use of technology in the workplace
8.7.1.3 Analyze how present skills can be applied to learning new technologies

COMPETENCY 8.7.2: Use a variety of technological applications

COMPETENCY BUILDERS:

8.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
8.7.2.2 Use technology to accomplish assigned tasks
8.7.2.3 Create solutions to problems using technical means

UNIT 8: Employability Skills

SUBUNIT 8.8: Lifelong Learning

COMPETENCY 8.8.1: Apply lifelong learning to individual situations

COMPETENCY BUILDERS:

8.8.1.1 Define lifelong learning
8.8.1.2 Identify factors that cause the need for lifelong learning

COMPETENCY 8.8.2: Adapt to change

COMPETENCY BUILDERS:

8.8.2.1 Analyze the effects of change
8.8.2.2 Identify reasons why goals change
8.8.2.3 Describe the importance of flexibility when reevaluating goals
8.8.2.4 Evaluate the need for continuing education/training

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UNIT 8: Employability Skills

SUBUNIT 8.9: Economic Education

COMPETENCY 8.9.1: Analyze global enterprise systems

COMPETENCY BUILDERS:

8.9.1.1 Identify characteristics of various enterprise systems
8.9.1.2 Examine the relationship between competition, risk, and profit
8.9.1.3 Illustrate how supply and demand influence price

COMPETENCY 8.9.2: Evaluate personal money management

COMPETENCY BUILDERS:

8.9.2.1 Describe the need for personal management records
8.9.2.2 Identify methods of taxation
8.9.2.3 Analyze how credit affects financial security
8.9.2.4 Compare types and methods of investments
8.9.2.5 Prepare a personal budget
8.9.2.6 Be an informed and responsible consumer
8.9.2.7 Analyze the effects of advertising on the consumer

UNIT 8: Employability Skills

SUBUNIT 8.10: Balancing Work and Family

COMPETENCY 8.10.1: Analyze the effects of family on work

COMPETENCY BUILDERS:

8.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
8.10.1.2 Identify present and future family structures and responsibilities
8.10.1.3 Describe personal and family roles
8.10.1.4 Analyze concerns of working parent(s)
8.10.1.5 Examine how family responsibilities can conflict with work
8.10.1.6 Resolve family-related conflicts
8.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

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COMPETENCY 8.10.2: Analyze the effects of work on family

COMPETENCY BUILDERS:

8.10.2.1 Identify responsibilities associated with paid and nonpaid work
8.10.2.2 Compare the advantages and disadvantages of multiple incomes
8.10.2.3 Examine how work can conflict with family responsibilities
8.10.2.4 Describe how work-related stress can affect families
8.10.2.5 Identify family support systems and resources

UNIT 8: Employability Skills

SUBUNIT 8.11: Citizenship in the Workplace

COMPETENCY 8.11.1: Exercise the rights and responsibilities of citizenship in the workplace

COMPETENCY BUILDERS:

8.11.1.1 Identify the basic rights and responsibilities of citizenship
8.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

COMPETENCY 8.11.2: Cooperate with others in the workplace

COMPETENCY BUILDERS:

8.11.2.1 Identify situations in which compromise is necessary
8.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
8.11.2.3 Demonstrate initiative to facilitate cooperation
8.11.2.4 Give and receive constructive criticism to enhance cooperation

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UNIT 8: Employability Skills

SUBUNIT 8.12: Leadership

COMPETENCY 8.12.1: Evaluate leadership styles appropriate for the workplace

COMPETENCY BUILDERS:

8.12.1.1 Identify characteristics of effective leaders
8.12.1.2 Compare leadership styles
8.12.1.3 Demonstrate effective delegation skills
8.12.1.4 Identify opportunities to lead in the workplace

COMPETENCY 8.12.2: Demonstrate effective teamwork skills

COMPETENCY BUILDERS:

8.12.2.1 Identify the responsibilities of a valuable group member
8.12.2.2 Exhibit open-mindedness
8.12.2.3 Identify methods of involving each member of a team
8.12.2.4 Contribute to the efficiency and success of a group
8.12.2.5 Determine ways to motivate others

COMPETENCY 8.12.3: Utilize effective communication skills

COMPETENCY BUILDERS:

8.12.3.1 Demonstrate the importance of listening
8.12.3.2 Demonstrate assertive communication
8.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
8.12.3.4 Analyze written material
8.12.3.5 Prepare written material
8.12.3.6 Give and receive feedback
8.12.3.7 Articulate thoughts
8.12.3.8 Use appropriate language

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UNIT 8: Employability Skills

SUBUNIT 8.13: Entrepreneurship

COMPETENCY 8.13.1: Evaluate the role of small business in the economy

COMPETENCY BUILDERS:

8.13.1.1 Identify the benefits of small business to a community
8.13.1.2 Analyze opportunities for small business in a community

COMPETENCY 8.13.2: Examine considerations of starting a business

COMPETENCY BUILDERS:

8.13.2.1 Research a business idea
8.13.2.2 Compare various ways to become a small business owner
8.13.2.3 Investigate factors to consider in financing a new business
8.13.2.4 Evaluate entrepreneurship as a career option

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